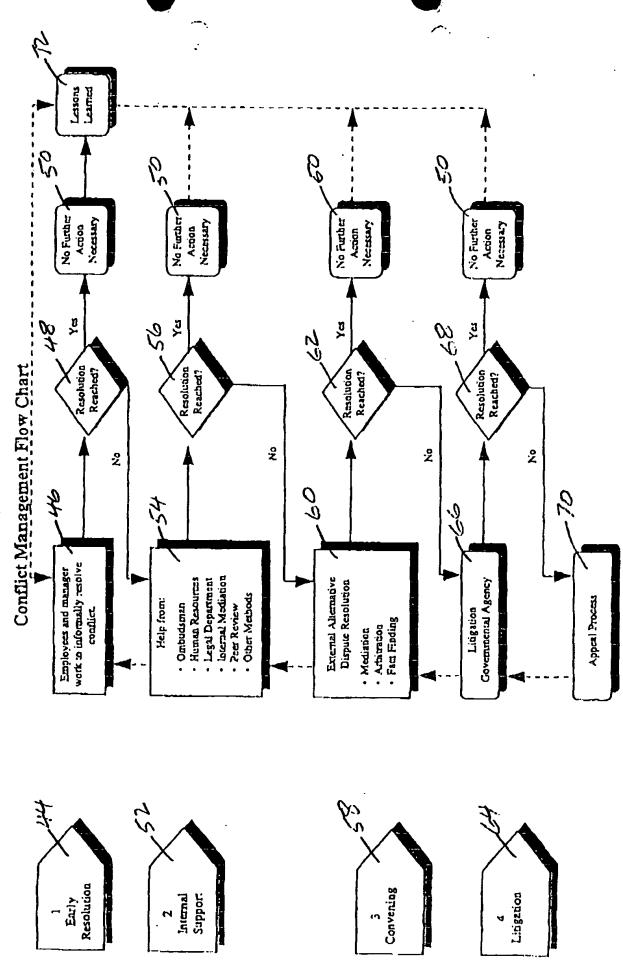


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Figure 2



Applies to predictable conflicts involving employees and managers, customers, parcners, shareholders, outside parties.

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Figure 3.

Conflict Management System:

Process Our come Modei

External Higher Authority 3 Dispute Resolution) Convening for External ADR (Alternative Support Internal, ଫ ල 24 したせ Site-Based Resolution 72 3

Process variables:

Policy

Responsibilities Roles and

Documentation เก่

Selection 4,

Education and

Training

Suppor ó

Evaluation

Outcome variables (for each box):

Utilization

Resolution

4. Satisfaction Expenses